

New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 6670925

Assistant Director Resource Development & Coordination 2, M-4

Brief Description of Class Series

The Assistant Director Resource Development & Coordination 2 assists in the overall management and direction of the State Operations Finance Group (SOFG) and manages the Bureau of Patient Resources (BPR) at the Office of Mental Health (OMH). The incumbent develops and implements policies and procedures; sets priorities; allocates resources; and provides oversight and supervision to ensure efficient and effective operations.

The position is classified in OMH.

Distinguishing Characteristics

Assistant Director Resource Development & Coordination 2: one-position class; managerial level; under the general direction of a Mental Health Financing Program Manager, oversees, coordinates, and directs the operations of large statewide resources and reimbursement programs; and supervises Resources & Reimbursement Program Development Specialists, Agents, and other subordinate staff.

Related Classes

Resources & Reimbursement Agents conduct financial reviews and evaluations, determine payment sources, and develop and submit claims for health care and treatment costs for individuals in State facilities and programs. Incumbents also maintain the financial assets and benefits of individuals receiving services.

Resources & Reimbursement Program Development Specialists develop, evaluate, and monitor statewide revenue and reimbursement programs and systems; review and analyze State and federal laws, rules, and regulations to determine the impact on agency programs, initiatives, and revenue projections; develop and revise policy, procedure, and process guidance materials; provide technical assistance to field agents and provider agencies; and monitor program operations to improve fiscal resources, maximize revenue, and ensure compliance with applicable laws, rules, and regulations.

Illustrative Duties

Serves as the Deputy Director of the SOFG and directs the BPR, including the Operations Support Unit in Central Office and regional Patient Resource Offices (PRO) throughout the State.

- Develops and implements policies and procedures, sets priorities, allocates resources, and provides supervision and oversight to ensure efficient and effective operations.
- Oversees the preparation and maintenance of procedure manuals and reference materials utilized by field and Central Office staff to support operations.
- Serve as the District 97 Medicaid Director and Medicaid subject matter expert for OMH State-operated services; oversees communication and coordination with the Department of Health (DOH); directs the development and dissemination of related policies, procedures, and guidance; and identifies and resolves issues.
- Oversees subject matter experts for Medicaid requirements and other topics (e.g., Supplemental Security Income, Social Security, Medicare, Veteran's Affairs benefits, third party health insurance, outside hospital care); monitors changes and analyzes the impact on OMH populations; and prepares policy and procedural documents for facility, field, or Central Office staff.
- Manages operational processes and serves as the agency coordinator for DOH's Electronic Provider Assisted Claim Entry System (ePaces).
- Oversees systems and security coordinators for the Welfare Management System (WMS) and the State's Medicaid Management Information System (eMedNY); ensures that helpdesk support is provided to field and Central Office users; and oversees the development and implementation of business processes to ensure continuity and protection of OMH finance functions in accordance with statutory and regulatory requirements.
- Serves as liaison with the Attorney General's Office for cases and accounts that require formal referral and legal action; ensures that third party trust matters are managed appropriately; and coordinates the submission of the Representative Payee report mandated under Mental Hygiene Law.
- Oversees the identification of training needs and the development and delivery of training for facility, field, and Central Office staff.
- Manages the provision of support, analysis, and preparation of responses for eligibility and claim audits from Medicare, Medicaid, and Commercial insurance.

- Serves as a user subject matter expert; assists DOH and the Office of Information Technology Services with the development and implementation of Medicaid systems; and ensures that functionality for OMH operational needs is identified and met.
- Manages and oversees the opening and processing of Medicaid applications and maintenance of Medicaid eligibility for children residing in not-for-profit-operated Residential Treatment Facilities.
- Develops, coordinates, and distributes fiscal and patient management reports to agency management, division staff, and OMH facilities and clinics.
- Serves as the front door to the State-operated hospital system; and ensures that PRO staff are working closely with assigned facilities to implement policies and processes and appropriately optimize revenue.
- Participates in the development, implementation, and ongoing operation of the Electronic Health Record; and ensures that it meets PRO data and operating needs for accurate billing.
- Serves as the Director of the SOFG in their absence; represents the Director in meetings; and ensures communication, coordination, and policy and operational alignment with the Director.

Minimum Qualifications

Promotion: one year of service as an Assistant Director Resource Development & Coordination 1.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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